



City of San Diego

Special Meeting of the  
Independent Rates Oversight Committee (IROC)  
Outreach and Communications Subcommittee

Tour of the  
Public Utilities Department Customer Call Center  
for  
IROC Members

**Thursday, November 8, 2012**  
2:00 pm – 3:00 pm

Public Utilities Department, Customer Support  
600 B Street, 4<sup>th</sup> Floor (Conference Room 4A)  
San Diego, CA 92101

**AGENDA**

- I Welcome/Introductions (2:00 - 2:10) – Michael Vogl, Deputy Director
- II Customer Support Call Center Overview/Tour (2:10 - 2:50)
- III Wrap Up (2:50 - 3:00)